



## ATARI DEALER SERVICE ALERT

ISSUE # 2

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### ITEMS COVERED IN THIS ISSUE ARE:

- Dealer Service Training Classes
- On Line Service thru Atari Base (BBS)
- St / XE Diagnostic Updates
- Parts & Board Exchange List Updates
- SMM804 Internal Switch Setting
- "Tech Talk" - Potpourri
- Technical Advise Notice 0007-0012

### SERVICE TRAINING CLASSES

Starting this month ATARI will begin Service Training on its "ST" and "XE" Line in the Sunnyvale Facility. These classes are designed to compliment the Board/Subassembly Exchange Program.

All ICSSC's are eligible to send students to these classes. The classes will be limited to Fifteen (15) students per class (more classes will be added as needed) and we ask that each student have at least a "Basic" knowledge of the use of ATARI Computers and "some" (albeit limited) knowledge of electronic testing and testing equipment.

Items covered in each class will be:

- Service policy and procedures
- Product setup and configuration(s)
- Fault identification and isolation
- Proper removal & replacement of faulty assembly
- Reassembly and testing
- Review of each Technical Advise Notice

The "ST" and "XE" CPU/Disk Drives and Printers will be included.

The classes are geared for the entry to mid level technical person. You will not be chasing 1's & 0's around the board. You will, however, learn how to "Find and Fix" whatever is wrong in the shortest possible time.

Schedule of classes: (Monday & Tuesday)

18 - 19 August  
22 - 23 September  
20 - 21 October  
17 - 18 November

Fee: \$125.00 - must be received prior to class date. You will receive confirmation of the dates you have selected.

For more information or to reserve a place in the class of your choice please contact Janet Lamping or myself at (408) 745-2466 or use ATARI BASE.

#### SERVICE CENTER SIG ON ATARI BASE

In order to better serve the Dealers we have set up a private section within the ATARI Bulletin Board System, "ATARI BASE", that will allow you to leave a message and receive a prompt reply. To gain access to the private Service Sig, please log onto the BBS and leave me a message with your name, company name, and your Service Authorization # (##C####S).

Items available thru the BBS include:

- \* All Dealer Service Alerts
- \* Current Dealer Parts Price List
- \* All Technical Advise Notices
- \* The latest Service Information

The (\*) indicates a file (or files) that you can down load and print for your records.

There are several other SIGs within ATARI BASE including ATARI Dealers & Software Developers (private) and General, XE, ST (unrestricted).

To reach "ATARI BASE" phone 1-408-745-5308, Line #1 and log on. You must keep track of which of the five (5) lines you got in on as each lines messages are completely seperate from one another (we are working on this).

We feel that the BBS addition to the ATARI Service Network will continue to improve our response to your Service needs.

#### DIAGNOSTIC & DOCUMENTATION UPDATES

- A) We will be sending the SM124 Field Service Manual (C026403) to each Authorized Service Dealer that purchased the "ST Diagnostic & Documentation Kit".
- B) We will also be sending the PBI Board (CA026033-001) and a complete list of the Error Codes to each Dealer that ordered the "XE Diagnostic & Documentation Kit". This board, in addition to the test performed by the PCB you received, will test the expansion slot of the 130XE.

## PARTS LIST UPDATE

<u>Part Number</u>	<u>Description</u>	<u>Dealer Cost</u>
C026403-001	Manual Field Service SM124	\$20.00
CA061983	Keyboard Assy - 800XL	15.00
C070263	Ribbon Assy - SMM804/XMM801	7.75
FC100626	Ink Roller -1027	2.75

## EXCHANGE LIST UPDATE

No additions or changes

## SMM804 INTERNAL DIP SWITCH SETTINGS

The SMM804 Owner's Manual does not describe the printer configuration DIP switches because the SMM804 power supply is exposed if the printer is opened by the user. The DIP switch settings should have been described in the SMM804 Service Manual, but we failed to include the information. Please include the following information in your SMM804 Service Manual.

		ON	OFF	FACTORY
DS1-1	Character Size	17.1 cpi	10 cpi	OFF
DS1-2	Form length	12 inches	11 inches	OFF
DS1-3	Paper End Detect	Disabled	Enabled	OFF
DS1-4	Character Style	Italic	Normal	OFF
DS1-5	Skip Over Perf	Enabled	Disabled	OFF
DS1-6	Zero Style	Slashed	Not Slashed	OFF
DS1-7	Alarm Buzzer	Enabled	Disabled	ON

DS2-1 DS2-2 DS2-3 DS2-4

OFF	ON	X	X	AUTO FEED XT External	FACTORY
OFF	OFF	X	X	AUTO FEED XT Not Fixed	
ON	OFF	X	X	AUTO FEED XT Fixed	
X	X	OFF	ON	SELECT IN Not Fixed	
X	X	ON	OFF	SELECT IN Fixed	FACTORY

## "TECH TALK"

- A. The MIDI Test, in the 3.5 Diagnostic, refers to a blinking LED. This LED was not installed in the MIDI Jumper Cable. The test is to confirm the "THRU" Function, Pin 4 of MIDI IN to Pin 3 of MIDI OUT. You may connect an LED between Pin 3 of MIDI OUT to ground.
- B. Programs that won't print with a RS232C printer may have two (2) causes:
1. Install printer set to "Printer" not "Modem".
  2. Almost all current software is set to use the Parallel Printer Port without regard to the Printer Vector setup during Install Printer.

One way around this problem is to "Print" to a Text (TXT) or Report (RPT) File, on disk, within the program and use the Desk Top "Print" Option to dump to the Serial Printer. This may be cumbersome, but until the software is corrected by the Developers, it is the only way we have found.

C. Phone Number Correction, in ATARI Dealer Service Alert #1, Technical Documentation & Support Section we erred on the phone number. The number should be (408) 745-2466 and not 725.

D. When making an RS232C Terminal Cable for use in the ST Diagnostic, make sure that you reverse Pin 2 & 3 as follows:

Line	Connector A	Connector B
Data Receive	Pin 2	Pin 3
Data Transmit	Pin 3	Pin 2

Otherwise you will get no response from the terminal.

E. We have in test a Alignment and Speed Verification diskette for 3.5" "SF" series drives. It will allow you to insure that the drive is functioning properly. Look for it around mid September.

F. A few PS3000 Monitors have been shipped. This is a combination of the SC1224J monitor and a single sided 3.5" floppy disk drive. They share a single power supply. Please refer to the individual Field Service Manuals.

#### TECHNICAL ADVISE NOTICE LOG :

<u>TAN #</u>	<u>MODEL/SUBJECT</u>	<u>ISSUE SUMMARY</u>	<u>EFFECTIVITY</u>
0001	1040STF/SC1224	DISTORTED DISPLAY	AR/NM
0002	1040STF	WHINE or WHISTLE	AR/NM
0003	1040STF	DRIVE SOUNDS	IO
0004	"ST" SERIES	PRINTERS	AR/NM
0005	"ST" SERIES DIAG	ROM CHECKSUMS	IO
0006	520ST	POWER SUPPLY	IO
0007	BLACK FDD CABLE	INTERMITTENT	AR
0008	3.5" FDD MEDIA	POOR QUALITY	IO
0009	65/130XE	FUNCTION KEYS	AR/NM
0010	1200XL/XM301	CURRENT LIMIT	AR/NM
0011	"ST" SERIES	CHIP CLIPS	AR/NM
0012	"ST" SERIES DIAG	"E7" ERROR (3.5)	IO

NM = NOT MANDATORY    AR = AS REQUIRED    IO = INFORMATION ONLY



# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** CABLE ASSY CA070139-001/002 (BLACK)  
FLOPPY DISK DRIVE

**TAN#:** 0007

**REFERENCE:** NONE

**DATE:** 7 JULY '86

**EFFECTIVITY:** ONLY those that exhibit problems

**ISSUE:** Reports of intermittent Disk Drive operation

**DESCRIPTION:** There are Two (2) suppliers of FDD interface cables.  
One is BLACK the other is GREY.

**PROBLEM:** Some of the BLACK cables have weak crimp on the  
connector strain relief, causing the wires to come  
loose within the connector, giving an intermittent  
operation.

**SOLUTION:** Atari will exchange the BLACK CABLES found to  
be defective with GREY CABLES at no charge to  
the Dealer.

DO NOT RETURN GREY CABLES

Return defective BLACK cables to:

Atari Service  
360 Caribbean Drive, Door 4-0007  
Sunnyvale, CA 94089

Please include your company name and address.

**ADDITIONAL INFO:** Cables must be returned prepaid and will also  
be shipped to Dealer prepaid.

**DOCUMENTATION:** N/A



# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** SF354/SF314/1040STF DRIVES **TAN#:** 0008  
**REFERENCE:** NONE **DATE:** 7 JULY '86

**EFFECTIVITY:** INFORMATION ONLY

**ISSUE:** Reports of lost data or no Drive response

**DESCRIPTION:** Drives do not respond with diskette that "worked" before or corruption of all or part of the files on a diskette.

**PROBLEM:** We have found that many of the Manufacturers or Vendors of 3.5" diskettes do not have the same quality level.

Some media will cause excessive head wear.  
Some media will stick in it's jacket causing squeaks or wow and flutter errors.

**SOLUTION:** Although Atari can not give specific recommendation of any particular brand of media, we have found best results using the following:

Atari Media, C026224-001 DS/DD or any other high quality media.

**ADDITIONAL INFO:** N/A

**DOCUMENTATION:** N/A



# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** 65XE/130XE

**TAN#:** 0009

**REFERENCE:** NONE

**DATE:** 25 JULY '86

**EFFECTIVITY:** AS REQUIRED - NOT MANDATORY

**ISSUE:** Failure of "FUNCTION" keys

**DESCRIPTION:** Intermittent or complete failure of the HELP, START, SELECT, OPTION AND RESET Keys

**PROBLEM:** Excessive voltage drop in the keyboard and the keyboard connector (J8). This is caused by oxidation/contamination of the metalization film on the flex circuit.

**SOLUTION:** Clean contacts & reduce current thru the LED.

- A. Remove the flex circuit from the edge connector (J8).
- B. **CAREFULLY** remove any oxidation or contamination from the metal film, DO NOT USE EXCESSIVE FORCE, AS THIS WILL DESTROY THE TRACE.
- C. Shim the non conductive side of the flex circuit with any material. It should be .002 - .010" thick (scotch "magic" transparent tape will work).
- D. Remove R95, 220 OHM, connected to Pin 2 of J8.
- E. Replace R95 with a 1000 OHM - 5% resistor.
- F. Replace shield and reinsert flex circuit into J8.
- G. Reassemble and test keyboard and computer functions.

**ADDITIONAL INFO:** The cleaning and shim will minimize the recurrence of the poor contacts. The resistor change lowers the LED drive current and thereby reduces the voltage drop across the poor contacts thus eliminating the problem.

**DOCUMENTATION:** Schematic: 130XE C070065  
65XE C070001



# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** 1200XL/XM301

**TAN#:** 0010

**REFERENCE:** NONE

**DATE:** 25 JULY '86

**EFFECTIVITY:** AS REQUIRED - NOT MANDATORY

**ISSUE:** XM301 MODEM DOES NOT WORK WITH 1200XL COMPUTER

**DESCRIPTION:** A known good XM301 will not work with a known good 1200XL

**PROBLEM:** Current limiting resistor on +5v ready, Pin 10 of J1

**SOLUTION:** Increase current available to modem  
A. Remove R63, 100 OHM, resistor.  
B. Replace R63 with a jumper wire (0 OHM).  
C. Reassemble and test modem and computer function.

**ADDITIONAL INFO:** The 1200XL is the only model with this current limiting resistor - all others work correctly.

**REFERENCE:** Schematic, part of Field Service Manual FD100217

CO70085  
CO70001

130XE  
65XE

DOCUMENTATION:





# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** "ST" SERIES

**TAN#:** 0011

**REFERENCE:** NONE

**DATE:** 25 JULY '86

**EFFECTIVITY:** AS REQUIRED - NOT MANDATORY

**ISSUE:** Failure of units due to "LOOSE" Chips

**DESCRIPTION:** There are several symptoms of this problem which include:  
A) Black, Garbage, and/or vertical bars on the screen.  
B) Erratic CPU and/or I/O functions.

**PROBLEM:** In some units one or more of the leads on the GLUE and MMU Chips (68 Pin) lose contact or the chip, in extreme cases, will pop out.

**SOLUTION:** Install a retention clip to insure that the chip is held firmly in place:  
A. Disassemble CPU and remove the shield.  
B. Remove and reseat the GLUE and MMU chips.  
C. Install the "Clip Square Chip (68 Pin)", C070718 diagonally across the top of each chip.  
D. Replace the shield, reassemble and test the computer.

**ADDITIONAL INFO:** The clip is a standard stock item and may be ordered thru the ATARI parts department.

**DOCUMENTATION:** N/A



# TECHNICAL ADVICE NOTICE

**MODEL/ASSY:** "ST" SERIES

**TAN#:** 0012

**REFERENCE:** ST DIAGNOSTIC REVISION 3.5

**DATE:** 25 JULY '86

**EFFECTIVITY:** INFORMATION ONLY

**ISSUE:** ERRONEOUS "E7 Spurious interrupt" error when using 3.5 Diagnostics

**DESCRIPTION:** When Booting or Running the Timing (T) Test in the 3.5 Diagnostic, an "E7 Spurious Interrupt - Bus Error" would be reported on the screen.

This "Error" would not normally turn the RGB screen Red or indicate "Fail".

On the Mono Monitor it will usually indicate "Fail".

**PROBLEM:** Bug in the Timing Test portion of the 3.5 Diagnostic.

**SOLUTION:**

- A. Ignore all "E7" Errors produced by Revision 3.5
- B. Use Revision 3.5 or higher when available.

**ADDITIONAL INFO:** This bug will be fixed along with the next Revision of the Diagnostic - August/September time period.

**DOCUMENTATION:** N/A